



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

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APPROVED BY: Original signed by: ARETA CROWELL Director	SUPERSEDES N/A	ORIGINAL ISSUE DATE 04/01/96	DISTRIBUTION LEVEL(S) 1, 3

PURPOSE

- 1.1 To provide Los Angeles County Department of Mental Health (DMH) policy in compliance with the 1995 California State Health and Welfare Institutions Code, Title 9, providing for quality improvement/outcome measured services for a client-driven mental health system, including client evaluations of mental health services; and the Commission on Accreditation of Rehabilitation (CARF) accreditation requirement for Measured Outcomes.

POLICY

- 2.1 DMH, in compliance with the new Managed Care System and the Rehabilitation Option for Medi-Cal services, is mandated to participate in a comprehensive Statewide Quality Improvement System.
 - 2.1.1 This requires that consumer outcomes be measured annually and feedback (in the form of reports) is distributed to each respective county by the State. The report gives information on both Statewide trends as well as local data to allow counties to see how they are doing. DMH requires all providers to participate in outcome measurements pursuant to the State Plan.
- 2.2 It is anticipated that the emphasis on client-driven, coordinated services will reduce costs for the more expensive services by offering other options, in a more timely fashion, and that consumers, overall, will achieve higher levels of independence with these added skills and supports.
- 2.3 It is DMH policy that clients will be assessed individually, assigned a coordinator, and that a Service Plan will be developed, including goals and objectives agreed to by both staff and the clients (indicated by their required signatures to the Plan).
 - 2.3.1 These Plans are reviewed every six months with the client to encourage, support, measure and report in their files the goals and objectives which have been met and/or altered.
- 2.4 DMH policy requires that annual site visits are made by the primary responsible manager or designee. These visits are verified on the "Quality Assessment and Enhancement Site Visit Documentation Forms."



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- 2.5 Input regarding consumer services will be maintained by the Management Information System.
- 2.6 Client Satisfaction for DMH will be measured using the following list of mechanisms:
 - 2.6.1 Client Satisfaction Survey performed annually on at least a significant number of clients;
 - 2.6.2 An “open-door” policy for mental health services, encouraging consumers to direct their concerns to their local Program Managers;
 - 2.6.3 A posted notice of the right to appeal service decisions and discuss any other concerns with the Program Manager;
 - 2.6.4 Comment Forms are available to consumers at all mental health service centers. These pre-stamped forms allow consumers the opportunity to directly contact the Director of the Department of Mental Health with their concerns and comments.

AUTHORITY

1995 California State Health and Welfare Institutions Code, Title 9
Commission on Accreditation of Rehabilitation Facilities Requirements